Schedule 12 Appendix A - Tools and Services
Cross Functional and ITIL Services

to

Request for Proposal
for the
Provision of IT Infrastructure Operations
and Managed Workplace Services
[UNHCR RFP/2018/1068]
(the “RFP”)

effective _____ 2018

between

The Office of the United Nations High Commissioner for Refugees

and Contractor

Schedule 12 Cross Functional and ITIL Services
Appendix A
Tools and Services Inventory

Schedule	Subcategory	Tool / Product / Service	Use	Administer	Maintain
End User Devices Support Services	Desktop	OpenText LiveLink (eSafe UNHCR App)	YES	YES	YES
End User Devices Support Services	Desktop	LANdesk Management Suite (decom prior to September)	YES	YES	YES
End User Devices Support Services	Desktop	McAfee ePolicy Orchestrator, McAfee AVD	YES	YES	YES
End User Devices Support Services	Desktop	Microsoft Exchange On-line	YES	YES	YES
End User Devices Support Services	Desktop	Microsoft Office 365	YES	YES	YES
End User Devices Support Services	Desktop	Microsoft OneDrive	YES	YES	YES
End User Devices Support Services	Desktop	Microsoft SharePoint On-line	YES	YES	YES
End User Devices Support Services	Desktop	Microsoft Skype for Business	YES	YES	YES
End User Devices Support Services	Desktop	Microsoft EM+S	YES	YES	YES
End User Devices Support Services	Desktop	Microsoft System Center Configuration Manager (SCCM)	YES	YES	YES
Security Services	Security	Checkpoint Firewall	YES	YES	YES
Telephony Services	Telephony	Cisco Unified Presence Administration server	YES	YES	YES
Telephony Services	Telephony	Cisco Unified Communications Manager (CUCM/CUCME)	YES	YES	YES
Video Conferencing Services	Video Conferencing	Cisco Meeting Server (CMS)	YES	YES	YES
Video Conferencing Services	Video Conferencing	Cisco Telepresence Management Suite (TMS)	YES	YES	YES
Video Conferencing Services	Video Conferencing	Cisco Telepresence Management Suite Extension for Exchange (TMS-XE)	YES	YES	YES
Video Conferencing Services	Video Conferencing	Cisco Telepresence Video Communications Server (VCS)	YES	YES	YES
Video Conferencing Services	Video Conferencing	Cisco Telepresence Video Communications Server Control (VCS-C)	YES	YES	YES
Video Conferencing Services	Video Conferencing	Cisco Telepresence Video Communications Server Expressway (VCS-E)	YES	YES	YES
Data Center & Decentralized Management	Network	Cisco CDS Server	YES	YES	YES
Data Center & Decentralized Management	Network	Cisco Prime	YES	YES	YES
Data Center & Decentralized Management	Network	IPAM server	YES	YES	YES
Data Center & Decentralized Management	Network	KEMP load balancers	YES	YES	YES
Data Center & Decentralized Management	Network	Nagios	YES	YES	YES
Data Center & Decentralized Management	Network	NetFlow (Cisco or Solarwinds?)	YES	YES	YES
Data Center & Decentralized Management	Network	RADIUS	YES	YES	YES
Data Center & Decentralized Management	Network	Riverbed Steelhead WAN accelerator	YES	YES	YES
Data Center & Decentralized Management	Network	Splunk	YES	YES	YES
Data Center & Decentralized Management	Network	SteelCentral NetProfiler	YES	YES	YES
Data Center & Decentralized Management	Platform	ADLIB	YES	YES	YES
Data Center & Decentralized Management	Platform	Apache Web Server	YES	YES	YES
Data Center & Decentralized Management	Platform	Glassfish	YES	YES	YES
Data Center & Decentralized Management	Platform	Microsoft System Center Operations Manager (SCOM)	YES	YES	YES
Data Center & Decentralized Management	Platform	RabbitMQ	YES	YES	YES
Data Center & Decentralized Management	Platform	TEXIS	YES	YES	YES
Data Center & Decentralized Management	Servers	HP Enterprise Blade Servers (Synergy and C7000 Series)	YES	YES	YES
Data Center & Decentralized Management	Servers	HP Enterprise Servers (DL and ML Series)	YES	YES	YES
Data Center & Decentralized Management	Amazon	Amazon Web Services (AWS)	YES	YES	YES
Data Center & Decentralized Management	Microsoft	Microsoft Office 365	YES	YES	YES
Data Center & Decentralized Management	Microsoft	Microsoft Azure Cloud Computing Platform & Services	YES	YES	YES
Data Center & Decentralized Management	Microsoft	Microsoft AzureAD	YES	YES	YES
Data Center & Decentralized Management	Microsoft	Microsoft Windows Server	YES	YES	YES
Data Center & Decentralized Management	Microsoft	Microsoft Active Directory Server (AD)	YES	YES	YES
Data Center & Decentralized Management	Microsoft	Microsoft Active Directory Certificate Services and PKI (AD CS)	YES	YES	YES
Data Center & Decentralized Management	Microsoft	Microsoft Active Directory Federation Services and Proxy (AD FS)	YES	YES	YES
Data Center & Decentralized Management	Microsoft	Microsoft Cluster Service (MCS)	YES	YES	YES
Data Center & Decentralized Management	Microsoft	Microsoft Backup Services and Data Protection Manager (DPM)	YES	YES	YES
Data Center & Decentralized Management	Microsoft	Microsoft Domain Name Service (DNS)	YES	YES	YES
Data Center & Decentralized Management	Microsoft	Microsoft Dynamic Host Configuration Protocol (DHCP)	YES	YES	YES
Data Center & Decentralized Management	Microsoft	Microsoft Enterprise Mobility Suite (EM+S)	YES	YES	YES
Data Center & Decentralized Management	Microsoft	Microsoft File and Storage Services	YES	YES	YES
Data Center & Decentralized Management	Microsoft	Microsoft Forefront Identity Manager (FIM)	YES	YES	YES
Data Center & Decentralized Management	Microsoft	Microsoft Hyper-V	YES	YES	YES
Data Center & Decentralized Management	Microsoft	Microsoft Internet Information Services (IIS)	YES	YES	YES
Data Center & Decentralized Management	Microsoft	Microsoft Identity Manager (MIM)	YES	YES	YES

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Data Center & Decentralized Management	Microsoft	Microsoft Key Management Services (KMS)	YES	YES	YES
Data Center & Decentralized Management	Microsoft	Microsoft Print Services	YES	YES	YES
Data Center & Decentralized Management	Microsoft	Microsoft Remote Access Service	YES	YES	YES
Data Center & Decentralized Management	Microsoft	Microsoft Remote Desktop Services (RDS) also known as Terminal Services (TS)	YES	YES	YES
Data Center & Decentralized Management	Microsoft	Microsoft SharePoint	YES	YES	YES
Data Center & Decentralized Management	Microsoft	Microsoft Forefront Threat Management Gateway (TMG)	YES	YES	YES
Data Center & Decentralized Management	Microsoft	Microsoft Windows Deployment Services (WDS)	YES	YES	YES
Data Center & Decentralized Management	Microsoft	Microsoft Windows Server Update Services (WSUS)	YES	YES	YES
Data Center & Decentralized Management	Microsoft	Microsoft SQL Server	YES	YES	YES
Data Center & Decentralized Management	Vmware	VMware vCenter	YES	YES	YES
Data Center & Decentralized Management	Vmware	VMware vSphere	YES	YES	YES
Data Center & Decentralized Management	Linux	Domain Name Service (DNS)	YES	YES	YES
Data Center & Decentralized Management	Linux	Open LDAP (Lightweight Directory Access Protocol)	YES	YES	YES
Data Center & Decentralized Management	Linux	Socket Secure Proxy Software (SOCKS)	YES	YES	YES
Data Center & Decentralized Management	Linux	Web Services (HTTP/HTTPS)	YES	YES	YES
Data Center & Decentralized Management	Linux	PHP	YES	YES	YES
Data Center & Decentralized Management	Linux	MySQL	YES	YES	YES
Data Center & Decentralized Management	Linux	PostGress	YES	YES	YES
Data Center & Decentralized Management	Linux	WordPress	YES	YES	YES
Data Center & Decentralized Management	Linux	Drupal	YES	YES	YES
Data Center & Decentralized Management	Storage	FreeNas	YES	YES	YES
Data Center & Decentralized Management	Storage	HPE 3PAR Storage	YES	YES	YES
Data Center & Decentralized Management	Storage	NetApp Storage	YES	YES	YES